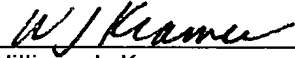


Serial No.: 10/608,711

PATENT  
28594/39468

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant: BORTHWICK, ALVIN J.	)	I hereby certify that this paper is being
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Serial No.: 10/608,711	)	Service as first class mail, postage
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Filed: JUNE 27, 2003	)	
	)	Commissioner for Patents, P.O. Box
Title: SYSTEM FOR MANAGING	)	1450, Alexandria, VA 22313-1450,
REQUESTS AND METHOD OF	)	on November 24, 2003.
MANAGING REQUESTS	)	
	)	
Group Art Unit: Unassigned	)	
	)	William J. Kramer
Examiner: Unassigned	)	Reg. No. 46,229
	)	Attorney for Applicant

**PRELIMINARY AMENDMENT DATED NOVEMBER 21, 2003**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Prior to beginning examination of the above-identified application,  
please enter the following amendments:

**Amendment to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** begin on page 3 of this paper.

**Remarks** begin on page 14 of this paper.